Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**	
	Low	FCR Total
Labor Commission	78 45	78 45
Customer Company Total	78 45	78 45

Labor Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Low	MIR Total
Labor Commission	78 7	78 7
Customer Company Total	78 7	78 7

Labor Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Labor Commission	78 0.22	78 0.22
Customer Company Total	78 0.22	78 0.22

Enterprise Incident Report May 2011

As of **6/1/2011**

Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Labor Commission	78 2	78 2
Customer Company Total	78 2	78 2

Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
	Low	**ATTR Total**
Labor Commission	78 0.62	78 0.62
Customer Company Total	78 0.62	78 0.62

Labor Commission

Detail

INC000000305039	Tonya Gallegos	Application	Error	Adobe Acrobat	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: Yes	TTR:	7.21
INC000000305290	Tonya Gallegos	None	None	None	TIR Missed: No	TIR:	0.83
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.83
INC000000305604	Jo Ann Lowther	Network	None	None	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306020	Patsy Ortega	Application	Error	ZENworks for Desktops	TIR Missed: No	TIR:	0.62
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.62
INC000000306176	Hideko Fairbanks	Network	Password	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306246	Veronica Gomez-Quintero	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	TIR:	0.00
Application Services	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	TTR:	2.13
INC000000306260	Tonya Gallegos	Network	Incident	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.38
INC000000306606	Nicole Nguyen	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306615	Hideko Fairbanks	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306616	Erin Latta	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306617	Nicole Nguyen	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000306619	Nicole Nguyen	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.69
INC000000306660	Jo Ann Lowther	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.14
INC000000307176	Karla Rush	None	None	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307215	Ami Windham	Network	Performance	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.00
INC000000307584	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	TTR:	0.24

Labor Commission

INC000000307718	Erin Latta	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000307995	Nicole Nguyen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000308175	Gina Spjut	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308206	Nicole Nguyen	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308391	Patsy Ortega	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308635	Nancy Boling	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000308643	Erin Latta	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309007	Jamie Kittrell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309519	Tonya Gallegos	Application	None	Novell GroupWise		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000309632	Nicole Nguyen	PC/Laptop	Hardware	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.02
INC000000309810	Joy Lawrence	PC/Laptop	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.04
INC000000310030	Alicia Zavala-Lopez	Application	Reporting	None		TIR Missed: Yes	TIR:	1.55
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	2.03
INC000000310039	Tonya Gallegos	Network	Error	None		TIR Missed: No	TIR:	0.46
Metro A Hosting	Tom Carney	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.46
INC000000310200	Ami Windham	Mobile Devices	None	BlackBerry Enterprise Server		TIR Missed: No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310234	Alicia Zavala-Lopez	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.42
INC000000310307	Ami Windham	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR:	0.72
Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	4.11
INC000000310459	Terri DeVries	Application	Error	None		TIR Missed: No	TIR:	0.15
Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.02

Labor Commission

INC000000310472	Rosalee Oakeson	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000310625	Gina Spjut	Application	None	None			TIR Missed: No	TIR:	0.22
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.23
INC000000310711	Elena Bensor	PC/Laptop	Error	None			TIR Missed: No	TIR:	0.54
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000311150	Tonya Gallegos	Application	Error	None			TIR Missed: No	TIR:	0.41
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.45
INC000000311539	Tonya Gallegos	Network	Virus	None			TIR Missed: No	TIR:	0.32
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.32
INC000000311543	Deidre Marlowe	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311630	David Lamb	Application	Error	None			TIR Missed: No	TIR:	0.00
	Enterprise Security	Bart Grant	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.90
INC000000311690	Loretta Woodmansee	Application	Error	None			TIR Missed: Yes	TIR:	1.12
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.14
INC000000311763	Loretta Woodmansee	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311770	Amy Hallissey	None	None	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000311835	Shirley Cordova	PC/Laptop	Error	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.15
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.60
INC000000311954	Gina Spjut	PC/Laptop	Performance	None			TIR Missed: Yes	TIR:	1.69
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	1.69
INC000000312245	Holly Lawrence	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000312668	Tonya Gallegos	Network	None	None			TIR Missed: No	TIR:	0.99
	Campus Networking	David Sedei	Labor Commission	Low	Closed		TTR Missed: Yes	TTR:	6.09
INC000000312749	James E Johnston	PC/Laptop	Performance	None			TIR Missed: No	TIR:	0.00
	Metro A Desktop Support	Julie VanBeekum	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000313175	Evelyn S Partner	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000313497	Lois Gutierrez	Telecom	Voice Mail	Telephone			TIR Missed: No	TIR:	0.16
	Voice Operations	Annette Nielsen	Labor Commission	Low	Closed		TTR Missed: No	TTR:	0.36

Labor Commission

INC000000313575	Eric Larsen	Application	Password	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000313853	Dennis Flynn	Network	Password	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000314045	Joy Lawrence	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000314046	Rosalee Oakeson	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.00
INC000000314313	Rich Lunde	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.95
INC000000315575	Louis Silva	Network	Error	None			TIR Missed:	No	TIR:	0.45
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	1.63
INC000000315690	Brent Asay	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Closed		TTR Missed:	No	TTR:	0.01
INC000000316213	Kate McNeill	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000316262	Lois Gutierrez	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000316677	Bobie Tupou	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	Yes	TIR:	1.84
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	1.84
INC000000316706	Louis Silva	Application	Error	Novell GroupWise			TIR Missed:	Yes	TIR:	1.04
Metro A Desktop Support	Julie VanBeekum	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	1.57
INC000000317157	Connie Zaccheo	Application	None	Novell GroupWise			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Cindy Schroeder	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000317544	Louis Silva	PC/Laptop	None	None			TIR Missed:	Yes	TIR:	1.70
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	2.25
INC000000317784	Nancy Boling	Application	Reporting	None			TIR Missed:	No	TIR:	0.00
Metro A Help Desk	Liz Evans	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.17
INC000000318343	Rosalee Oakeson	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	1.08
INC000000318953	Erin Latta	None	None	None			TIR Missed:	No	TIR:	0.00
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.00
INC000000319244	Alicia Zavala-Lopez	Print/Copy/Scan/Fax	Incident	None			TIR Missed:	No	TIR:	0.31
Metro A Desktop Support	Edward Fortner	Labor Commission		Low	Resolved		TTR Missed:	No	TTR:	0.31

Labor Commission

INC000000319336	Tonya Gallegos	Network	Password	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319672	Alicia Zavala-Lopez	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000319677	Rosalee Oakeson	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320346	Jenean Tryon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000320830	Monica Smith-Austen	Network	Performance	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321092	Jenean Tryon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321095	Rich Lunde	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000321098	Jenean Tryon	None	None	None		TIR Missed: No	TIR:	0.00
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000322373	Holly Lawrence	None	None	None		TIR Missed: No	TIR:	0.38
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.38
INC000000322493	David Lamb	PC/Laptop	None	None		TIR Missed: Yes	TIR:	1.17
Metro A Desktop Support		Edward Fortner	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	1.73
INC000000323114	Felix Desiena	Telecom	Feature	Telephone		TIR Missed: No	TIR:	0.16
Voice Operations		Annette Nielsen	Labor Commission	Low	Resolved	TTR Missed: No	TTR:	0.28